Introduction

Welcome to this guide for professionals, which aims to give information and guidance about local and national organisations and their services.

This guide has been designed as a reference tool to help professionals refer/signpost their clients to the most appropriate agency.

Confidentiality

All the agencies in this booklet provide a confidential service. Confidentiality is not passing on information without the clients’ knowledge or agreement. It should only be necessary to break confidentiality if someone’s safety is at great risk.

Key

- Blood borne virus service – Hepatitis B, C and HIV screening and Hepatitis B vaccination
- Interpretation and translation service (INTRAN)
- Needle and syringe exchange scheme
- Self-referrals, referrals from GP practice or any other agency
- Wheelchair access

Adult Services and Young people services – service providers commissioned by Public Health Norfolk County Council
Norfolk Recovery Partnership (NRP) is made up of three agencies:
- The Matthew Project,
- The Rehabilitation for Addicted Prisoners Trust (RAPt)
- Norfolk and Suffolk NHS Foundation Trust Alcohol and Drug Service (TADS).
NPS is a recovery focused service offering high quality, easily accessible help for people affected by alcohol and/or drugs in Norfolk. NRP offers a single point of contact for access to all its services, including advice, information, group work, counselling, friends and family support, medical interventions and aftercare for the service user.
NRP offers drop-in assessments to service users aged 18 years old and above across their five Norfolk bases in which you can access assessment, advice, support and information from a member of staff. NRP offers support within the community and an integrated network working across the criminal justice system including probation and prisons.

Other services
- Supply of condoms
- Contraception and safer sex advice
- Advice on safer working
- Needle exchange
- Specialist crisis intervention to people experiencing domestic abuse, exploitation or coercion into sex work
- Interventions for young people
- Support to families and partners
- Training to other professionals

Contact information
- The Matrix Project Under 1 Roof
  Westwick Street,
  Norwich, NR2 4SZ
- 01603 883 423

Services offered:
- Open access Assessment
- Group work and one-to-one support
- Psychological therapies
- Prison specific programmes
- Family and friends groups and one-to-one support

The Matrix Project
The Matrix Project bring vital services to sex workers across Norfolk either via their open access day service or their mobile unit. The Matrix provides regular street outreach in Norwich both in the evening and morning in the red light district of Norwich and local premises, providing confidential advice, support, information and services in an environment which clients are used to.
• Volunteering and mentoring
• Detoxification
• Residential rehabilitation
• Medication to assist recovery
• Specialised service for pregnant women with substance misuse problems

**Correspondence and administrative address:**
Norfolk Recovery Partnership,
The Weavers Centre,
Hellesdon Hospital,
Drayton High Road,
Hellesdon, Norwich, NR6 5BE

**Referrals**
Referrals for Norfolk residents can be made by self referring and referrals will also be accepted by agencies working in the public, private and voluntary sectors.

**Self referral options**
**Option 1: Email/electronic submissions**
Visit our website
www.norfolkrecoverypartnership.org.uk to complete and submit an electronic referral form. Email: nrp@nsft.nhs.co.uk

**Option 2: Phone**
Call 0300 7900 227 with access to the helpline between 8am and 6pm Monday to Friday (calls charged at a local rate from mobiles and landlines)

**Option 3: By post**
Print and complete the referral form available on their website and send to their main address above.

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**NRP locations**

The main localities across Norfolk where people can access services are:

**Norwich:**
7 Unthank Road
Norwich
NR2 2PA

**North Norfolk:**
1A St Nicholas Court
North Walsham
NR28 9BY

**South Norfolk:**
The Breckland Business Centre
St Nicholas Street
Thetford
IP24 1BT

**East Norfolk:**
The Willow Centre
Northgate Hospital
Northgate Street
Great Yarmouth
NR30 1BU

**West Norfolk:**
5-9 Chapel Street
King’s Lynn
Norfolk
PE30 1EG

**Prisons:**
HMP Norwich
HMP Wayland
HMP Bure
The Matthew Project

• Supporting people with drug and alcohol related issues
• Providing innovative education about the risks of drugs and alcohol
• Empowering people to make more informed choices
• Free and confidential advice to anyone affected by drugs and alcohol

Head Office
The Matthew Project Head Office
Nedeham House
22 St. Stephens Road
Norwich
NR1 3QU

01603 626123
www.matthewproject.org

The Junction

The Junction Norfolk Confidential support, practical advice and counselling to adult users, drinkers, carers and families in the Norfolk area

This service provides
• 1-1 sessions
• Home visits
• Referrals for assessments to other agencies
• Point of contact to other Matthew Project services

Unity

Drug and Alcohol Service for children, young people and their families across Norfolk; for those using substances themselves or affected by someone else’s substance misuse.

The Matthew Project Unity
Gateway, Unit 8
83-87 Pottergate
Norwich
NR2 1DZ

Youth Team

The Matthew Project Youth Team provides a specialist alcohol service for young adults aged 16-25 years old in market towns around Norwich. The service is targeted at young people who are already drinking or are at risk of problematic use. The support can be provided in schools, colleges and other community venues either as a one-off or for ongoing sessions.

To refer a young adult or for more information please contact The Matthew Project Youth Team:
The Annex
83-87 Pottergate
Norwich
NR2 1DZ

0845 868 8172

youth@matthewproject.org

www.matthewproject.org

Other local service providers

Other services

Youth Team Services:
• Youth Clubs
• Voicebox Outreach
• Drop-ins
• Schools Work
• Smoking Cessation
• Outreach
• Coaching Sessions
• Alcohol One-to-one Appointments
• Training
• Club Work
Hebron Trust

Hebron Trust provide a residential abstinent-based treatment service for women aged 18 and over with serious drug and alcohol problems. They also provide an abstinent aftercare structured service in the community. Admission is dependent on interview and funding. Please telephone for application form.

Other services

- 12 Step Programme
- Group work
- One-to-one counselling and CBT
- Relapse prevention
- Personal development courses
- Relationships workshops / anger management / assertiveness
- Healthcare and nutrition
- Debt management / DWP advice
- Help support into paid employment

Contact information

Hebron House, 12 Stanley Avenue, Norwich, NR7 0BE
01603 439905
info@hebrontrust.org.uk
www.hebrontrust.org.uk
Mon - Fri 9am - 5.30pm

The Magdalene Group

The Magdalene Group is a Norfolk charity to support women working in the sex industry in Norfolk. Their aim is to offer discreet and confidential support to women working in the adult industry. The Magdalene Group has a Christian ethos which welcomes people of all faiths and none.

Their projects include:
- The ROSE campaign aims to highlight the issues of sexual exploitation in young people and women by working in a multi-agency way to develop systems and strategies to prevent and tackle this.
- The Jigsaw programme works with schools in Norfolk to help young people stay safe online by helping pupils, parents and professionals to identify the potential signs of abuse.

Other services

- Outreach
- Drop In
- Prison Visiting
- Befriending

Contact information

Helpline 0808 800 1037
Office tel: 01603 610256
support@magdalenegroup.org
www.magdalenegroup.org
61 King Street, Norwich, NR1 1PH
NORCAS – part of the Phoenix Futures Group

Norfolk and Suffolk

Welfare Rights Service (Norfolk only) advocacy and benefits support for anyone who is, or has been affected by alcohol, drugs or gambling.

GamCare Service (Norfolk and Suffolk) 1:1 counselling and support for adults experiencing or affected by problematic gambling.

Older Peoples Service (Norfolk and Suffolk) brief intervention 1:1 specialist support for individuals aged 65+ experiencing issues around alcohol, illegal substances, over the counter and prescription medication.

Young peoples Affected Others Service (Norwich and Great Yarmouth) 1:1 support and group work for young people aged 7 – 17 affected by parental alcohol and drug misuse.

Contact information

2nd Floor St Vedast House
St Vedast Street
Norwich NR1 1BT

01603 660070 or
0808 2081701 (free phone)

Welfare.rights@phoenix-futures.org.uk
Gam.Care@phoenix-futures.org.uk
Older.People@phoenix-futures.org.uk
Youth.Norfolk@phoenix-futures.org.uk
Fax 01603 729889

www.phoenix-futures.org.uk/phoenix-norcass
Other useful organisations

Local

GYROS (Great Yarmouth refugee Outreach & Support)
Provides information, advice guidance and advocacy to support migrant communities in Great Yarmouth.
Tel: 01493 745260
Email: admin@gyros.org.uk
Website: www.gyros.org.uk
Fax: 01493 745260

Hep C Norfolk
Support from people with HepC, for those affected and their family and friends.
Phone: 01603 440800 or 01328 820657
Email: info@hepnorfolk.org
Website: www.hepcnorfolk.org

Smoke Free Norfolk
An NHS service for people who are ready to stop smoking and need support. Based at Colman Road and has clinics across Norfolk.
Helpline: 0800 085 4113
Or text bfree and their name to 65000
Email: smokefreenorfolk@nchc.nhs.uk
Website: www.smokefreenorfolk.nhs.uk/

National

Alliance advocacy for Drug Treatment
Offers a telephone helpline and advocacy for drug service users
Helpline: 0845 122 8608
Email: info@m-alliance.org.uk
10am-5pm weekdays
(Exc. Public holidays)

Drinkline
Information and advice for people concerned about their own or other people’s alcohol problems.
Helpline: 0300 123 1110
Weekdays: 9am– 8pm
Weekends 11am– 4pm

SOS Project Safe Haven
The SOS Project is a multi-agency initiative to meet the needs of any person in King’s Lynn at night. It is a first point of contact for those whose well-being is threatened by an inability to get home, illness or injury, emotional distress or other vulnerability
From 21.00 hrs until 03.00 hrs located on: Norfolk Street,
Kings Lynn  PE30 1AP

Frank
Helpline 0300 123 6600 (24hours)
Text: 82111
Live Chat: 2pm-6pm
www.talktofrank.com
Information and advice about drugs
Family/carers self-help and support

Local groups

**Families Anonymous**
Helpline: **020 7498 4680**
(lo-call 0845 1200 660)
[www.famanon.org.uk](http://www.famanon.org.uk)
Offer support groups for families and friends of people with a drug problem.

**Linking Together (West Norfolk)**
Tel: **01553 768155**
Email: rebeccawnc@hotmail.co.uk
Offer support to carers of people with substance misuse problems.

**The Matthew Project**
Tel: **01603 626123**
Email: support@matthewproject.org
[www.matthewproject.co.uk](http://www.matthewproject.co.uk)
**Adults - 0800 764754**
**Under18 - 0800 970 4866**
**Text - 07797 800 966**
Offer support to friends and relatives of people misusing drugs or alcohol.

National groups

**ADFAM National**
Tel: **020 7553 7640**
Email: admin@adfam.org.uk
[www.adfam.org.uk](http://www.adfam.org.uk)
Provide information and support to families and friends of drug users.
Al-Anon Family Groups
Helpline: 020 7403 0888 10am-10pm
Office: 020 7407 0215
Email: enquiries@al-anonuk.org.uk
Offer support for family and friends of problem drinkers. Phone the helpline or visit website for details of groups.

Alateen meetings
Helpline: 020 7403 0888 10am-10pm
Office: 020 7407 0215
Email: enquiries@al-anonuk.org.uk
www.al-anonuk.org.uk/alateen
Aimed at young people aged 12 to 17 years who have been affected by someone else's drinking. Phone the office for details of local groups.

National Association for the Children of Alcoholics
Helpline: 0800 358 3456
Email: helpline@nacoa.org.uk
www.nacoa.org.uk
Offer a listening and advice service.

Norfolk Needle Exchange Scheme
This is a confidential and anonymous service. For information:
Email: paul.brierley@nhs.net
Mobile: 07766 307 286
www.heron.nhs.uk
www.nordat.org

Acle
Co-op Pharmacy, High Street, Acle NR13 3DY 01493 750502

Attleborough
Lloyds Pharmacy, 7 Church St, NR17 2AH 01953 452112

Aylsham
Lloyds Pharmacy, 6 Market Place, NR11 6EH 01263 733118

Costessey
Roundwell Pharmacy*, 25-27 Dr Torrence Way, NR5 0GB 01603 732950

Cromer
Matthew Project, The Junction, 4a Garden Street, NR27 9HN 01263 510900
Boots Chemist, 54-56 Church Street, NR27 9HH 01263 512231

Dereham
Boots Chemist, 35 Market Place, NR19 2AP 01362 692793
Lloyds Pharmacy, Orchard Surgery, Commercial Road, NR19 2AW 01362 692080
Diss
Boots Chemist, 9 Market Place,  
IP22 3AB  01379 642436

Downham Market
Boots Chemist, 11-13 Wales Court,  
PE38 9JZ  01366 382345
Willows Pharmacy, Paradise Road,  
PE39 9JE  01366 386500

Fakenham
CO-OP Pharmacy, 1 Retail Park, Holt Road,  
NR21 8JG  01328 851944
Fakenham Pharmacy, Meditrina House,  
Trinity Road, NR21 8SY  01328 850301

Fakenham
Boots Chemist, Coliseum Precinct,  
High Street, NR31 6QX  01493 662354
Superdrug PLC, 138 High Street,  
NR31 6QX  01493 657477

Great Yarmouth
Norfolk Recovery Partnership (NRP)  
Northgate Hospital,  
NR30 1BU  01493 337980
Boots Chemist, 3 Market Gates Shopping Centre, NR30 2AX  01493 859484
Boots Chemist*, Unit E1 Gapton Hall Retail Park, NR31 0NL  01493 663314
CO-OP Pharmacy, 57-58 King St, NR30 2PW  01493 843445

Greyfriars Pharmacy, 5 Greyfriars Way,  
NR30 2QE  01493 850551
Town Pharmacy*, 171 King Street,  
NR30 2PA  01493 856970

Harleston
Boots Pharmacy, 17 The Thoroughfare,  
Harleston, IP20 9AH  01379 852338

Heartsease
Hamblins Pharmacy, Noble Close,  
NR7 9RJ  01603 434890

Hellesdon
Norfolk Recovery Partnership (NRP),  
Weavers Centre, Hellesdon Hospital,  
NR6 5BE  01603 786786
Lloyds Pharmacy, 81 Middletons Lane,  
Norwich, NR6 5SR  01603 426943

Hemsby
Natural Health Pharmacy, 3 Kingsway,  
NR29 4JT  01493 731697

Holt
Boots Chemists, 21 High Street,  
NR25 6BN  01263 712160

Hoveton
Roys Pharmacy Ltd, Station Road,  
NR12 8DB  01603 777032
Reads Pharmacy, Station Road,  
NR12 8UR  01603 783836

Hunstanton
Lincolnshire Co-op Pharmacy,  
8 Valentine Road, PE36 5NP  01485 532829
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Boots Chemist, Magdalen Medical Practice, NR3 4LF 01603 416302
Boots Chemist*, Unit 5, Riverside, Albion Way, Norwich, NR1 1WR 01603 618936
Boots Chemist, Unit 8 Bowthorpe Centre, NR5 9HA 01603 748465
Boots Chemist, Unit D, Longwater Retail Park, Norwich, NR5 0JT 01603 740359
Co-op Pharmacy, 103 Magdalen Street, NR3 1LN 01603 618864
Co-op Pharmacy, 323 Aylsham Road, NR3 2AB 01603 487483
Eaton Pharmacy, 1 St. Johns Close, Hall Road, NR1 2AD 01603 624539
Hurn (Chemists) Ltd, 143 Unthank Road, NR2 2PE 01603 623769
Lloyds Pharmacy, 143 Colman Road, NR4 7HA 01603 452887
Lloyds Pharmacy, 2 Mandela Close, Oak Street, NR3 3BA 01603 765214
Lloyds Pharmacy, 22 West End Street, NR2 4JJ 01603 620121
Lloyds Pharmacy, 42 Earlham West Centre, NR5 8AD 01603 451318
Lloyds Pharmacy, 25A Earlham Road, NR2 3AD 01603 624056
Natural Health Pharmacy, 117 Ipswich Road, NR4 6LD 01603 454992
Superdrug PLC, 12 St Stephens Street, NR1 3SA 01603 619179
T&C Hunt Pharmacy, 205 Plumstead Road, NR1 4AB 01603 433654
Thorpe Pharmacy, 202 Thorpe Rd, NR1 1TN 01603 439139
Vauxhall Pharmacy, 22 Suffolk Square, NR2 2AA 01603 626178
Wm Morrison Pharmacy*, Albion Way, Riverside, NR1 1WU 01603 766265
Woodside Pharmacy*, 140 Woodside Road, NR7 9QL 01603 300800

**Old Catton**
Lloyds Pharmacy, 94 The Paddocks, NR6 7HS 01603 400337

**Poringland**
Co-op Pharmacy, 16-18 The Street, Poringland, NR14 7JR 01603 495348

**Reepham**
Motts Pharmacy, Market Place, NR10 4JJ 01603 871738

**Sprowston**
Boots Chemist, Willow Wood Surgery, Aslake Close, NR7 8ET 01603 426887

**Stalham**
Boots Chemist, High Street, NR12 9AS 01692 580329
Swaffham
CO-OP Pharmacy, 38 Market Place,
PE37 7QH 01760 721216

Taverham
Lloyds Pharmacy, 262 Fakenham Road,
NR8 6AD 01603 261048

Terrington St John
Willows Pharmacy, 2 Old Church Road,
PE14 7XA 01945 882280

Thetford
Norfolk Recovery Partnership (NRP),
Breckland Business Centre,
St. Nicholas Road, IP24 1BT 0300 7900 227
Boots Chemist, 29 King Street,
IP24 2AN 01842 752371
Day Lewis Pharmacy,
Community Health Centre,
Croxton Road, IP24 1JD 01842 760301
Lime Pharmacy* Grove Road Surgery,
Grove Street, IP24 2HY 01842 762913
Sainsbury’s Pharmacy, London Road,
Thetford, IP24 2RL 01842 766942
Tesco Pharmacy*, Norwich Road,
IP24 2RL 01842 739547

Watton
Boots Chemist, 1 Chaston Place,
High St, IP25 6AE 01953 881258
Total Health Pharmacy*, 14 Gregor Shanks Way, IP25 6FA 01953 881157

Wells
David Jagger Ltd Pharmacy, 5 Staith Street,
NR23 1AG 01328 710239

Wymondham
Co-op Pharmacy, 47 Market Place,
NR18 0AJ 01953 602115

* Pharmacies marked with an asterisk have extended opening hours.
N-DAP
Norfolk Drug & Alcohol Partnership

Published by the
Norfolk Drug and Alcohol Partnership

10th Edition • February 2015

If you need this information in large print, or in an alternative version, please contact the INTRAN Champion at Norfolk County Council on 01603 638300.